CLAIMS

What is claimed is:

1. A method to automatically assist a user recover from an unexpected disruption of service, comprising the steps of:

the user sending a notification to a service disruption service requesting assistance;

automatically determining the user's current location;

mapping locations and schedules of candidate helpers who are able to travel to the user's current location to provide assistance;

preparing a list of candidate helpers based on the user's current location and the candidate helpers' locations and schedules; and

automatically dispatching one or more candidate helpers from the list.

2. The method of claim 1, further including the step of sending the list of candidate helpers to the user.

3. The method of claim 2, further including the user selecting the one or more candidate helpers to be automatically dispatched.

4. The method of claim 3, further including the step of determining the user's location for a future task; and

accounting for the user's location for a future task in preparing the list of candidate helpers.

5. The method of claim 4, further including the step of mapping future locations and schedules of the candidate helpers; and

accounting for the candidate helpers' future locations and schedules in preparing the list of candidate helpers.

6. The method of claim 1, wherein the step of sending the notification of the service disruption includes the step of sending an emergency request.

7. The method of claim 6, further including the step of executing an emergency request routine in response to the emergency request.

8. The method of claim 1, wherein the step of sending the notification of the service disruption includes the step of sending a transportation request.

9. The method of claim 8, further including the step of executing a transportation request routine in response to the transportation request.

10. The method of claim 1, wherein the step of sending the notification of the service disruption includes the step of sending a technical assistance request.

11. The method of claim 10, further including the step of executing a technical assistance routine in response to the technical assistance request.

12. The method of claim 1, wherein the step of sending the notification of the service disruption includes the step of sending an information resource request.

13. The method of claim 12, further including the step of executing an information resource routine in response to the information resource request.

14. A method to automatically assist a user locate a surrogate, comprising the steps of:

sending a request for a surrogate to a resource substitution system;

the resource substitution system automatically determining the user's current location;

mapping locations and schedules of candidate surrogates who are able to travel to the user's current location to provide assistance;

preparing a list of candidate surrogates based on the user's current location and the candidate surrogates' locations and schedules; and

automatically dispatching one or more candidate surrogates from the list.

15. The method of claim 14, further including the step of sending the list of candidate surrogates to the user.

16. The method of claim 15, further including the user selecting the one or more candidate surrogates to be automatically dispatched.

17. The method of claim 16, further including the step of determining the user's location for a future task; and

accounting for the user's location for a future task in preparing the list of candidate surrogates.

18. The method of claim 17, further including the step of mapping future locations and schedules of the candidate surrogates; and

accounting for the candidate surrogates' future locations and schedules in preparing the list of candidate surrogates.

19. A service disruption system that automatically assists a user recover from an unexpected disruption of service, comprising:

a client module that transmits a notification to the service disruption requesting assistance;

a server module that automatically determines the user's current location;

the server module mapping locations and schedules of candidate helpers who are able to travel to the user's current location to provide assistance;

the server module further preparing a list of candidate helpers based on the user's current location and the candidate helpers' locations and schedules; and

the server module automatically transmitting a request for assistance to one or more candidate helpers' modules from the list of candidate helpers.

20. The service disruption system of claim 19, wherein the user module includes a client session manager.

21. The service disruption system of claim 20, wherein the user module further includes a GPS interface.

22. The service disruption system of claim 20, wherein at least one of the candidate helpers' modules includes a substitute session manager and a GPS interface.

23. The service disruption system of claim 20, wherein the server module includes a plurality of server information interfaces.

24. The service disruption system of claim 23, wherein the server module further includes a plurality of server information databases.

25. A resource substitution system that automatically assists a user locate a surrogate, comprising:

a user module that sends a request for a surrogate to the resource substitution system;

a server module that automatically determines the user's current location;

the server module maps locations and schedules of candidate surrogates who are able to travel to the user's current location to provide assistance;

the server module prepares a list of candidate surrogates based on the user's current location and the candidate surrogates' locations and schedules; and

the server module automatically transmitting a request for substitution to one or more surrogates' modules from the list of candidate surrogates.

26. A software computer program that automatically assists a user recover from an unexpected disruption of service, comprising:

means for transmitting a request for assistance;

means for automatically determining the user's current location;

means for mapping locations and schedules of candidate helpers who are able to travel to the user's current location to provide assistance;

means for automatically preparing a list of candidate helpers based on the user's current location and the candidate helpers' locations and schedules; and

means for automatically transmitting a request for assistance to one or more candidate helpers from the list of candidate helpers.

27. A software computer program that automatically assists a user locate a surrogate, comprising:

means for sending a request for a surrogate substitution;

means for automatically determining the user's current location;

the means for mapping locations and schedules of candidate surrogates who are able to travel to the user's current location to provide assistance;

means for preparing a list of candidate surrogates based on the user's current location and the candidate surrogates' locations and schedules; and

means for automatically transmitting a request for substitution to one or more surrogates from the list of candidate surrogates.

28. A method to automatically assist a user locate a surrogate, comprising the steps of:

sending a request for a surrogate to a resource substitution system;

mapping locations and schedules of candidate surrogates who are able to travel to a predetermined location to provide a service;

preparing a list of candidate surrogates based on the predetermined location and the candidate surrogates' locations and schedules; and

automatically dispatching one or more candidate surrogates from the list.